

ISSUE

Some components on the printed circuit board of STE-9000 series NetSensors can be damaged if the sensor cover is forced onto the backplate during installation.

Potential errors from a damaged printed circuit board include:

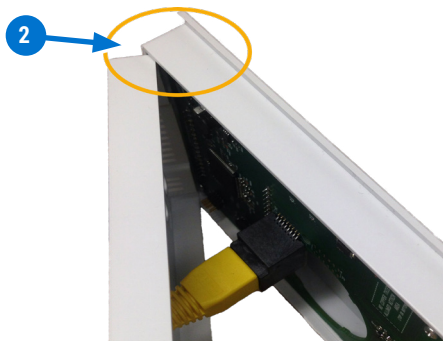
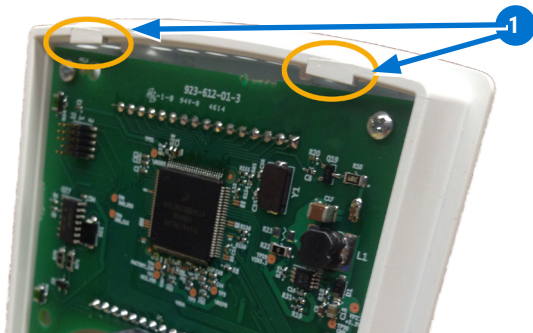
- Incorrect temperature readings
- Incorrect humidity readings

AFFECTED MODELS

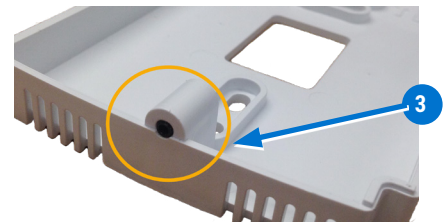
This issue affects all STE-9000 series NetSensors.

SOLUTION

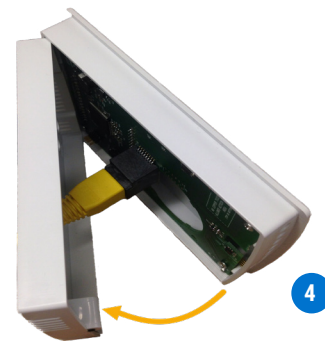
1. Ensure that both tabs on the sensor cover rest on top of the backplate **1**.



2. Make sure that the anti-tamper hex screw is rotated fully into the backplate before installing or uninstalling the sensor cover. **3**



3. Swing the cover from the top onto the backplate **4**. Do NOT push the cover directly onto the plate or swing the cover onto the backplate from the bottom.



NOTE: If any force seems to be needed, check the alignment of the tabs on the top of the backplate and/or the anti-tamper screw prior to swinging the sensor cover onto the backplate.

For more information on installation, refer to the [STE-9000 Series NetSensors Installation Guide](#).



Exposed printed circuit board showing area of damage